



University
of Victoria

Residence Services



Community Living Guide

Family Housing | University of Victoria

Lam Circle, Victoria V8N 6K8



We acknowledge and respect the ɫə́k ʷəŋən peoples on whose traditional territory the university stands and the Songhees, Esquimalt and W̱ SÁNEĆ peoples whose historical relationships with the land continue to this day.

Welcome to the University of Victoria

Residence Services is pleased you have chosen to live with us in Family Housing. We hope you enjoy your new home and find our community to be a friendly and exciting place to live. The purpose of this guide is to provide you with general information and answer some of the most frequently asked questions and highlight issues that sometimes arise. This guide does not replace the Family Housing Agreement, which you should refer to for additional rental questions. For more information, please visit the **Family Housing** section on our Residence Services' website.

Contact Information

Our family housing clerk is here to assist you with questions or concerns in regards to your stay. You may also find what you are looking for on **our website** or in the **Family Housing Agreement**.

Family Housing office

Monday-Friday 8:30 am-4:30 pm.

Craigdarroch Office Building, beside parking lot #5 off Sinclair Road, Victoria BC, V8P 2Y2

Phone: 250-721-6048 Email: resfh@uvic.ca

Residence Services Front Desk

Craigdarroch Office Building, beside parking lot #5 off Sinclair Road, Victoria BC, V8P 2Y2

For general inquiries, or after-hours assistance.

Phone: 250-721-8395 Email: housing@uvic.ca

Residence Facilities

Our Facilities staff manages all maintenance and repairs.

To submit a maintenance request: Please visit the **housing portal**.

Campus Security

24-hour emergency assistance and/or urgent issues that may impact community safety.

Phone: 250-721-7599

International Centre for Students

A centralized resource providing international services, information and programs.

<https://www.uvic.ca/international/resources/contact/iss/>



Mailing Address

Canada Post delivers mail directly to the community mailboxes in the family housing complex. Couriers will deliver directly to your unit. Please provide appropriate contact information to the courier in the event you are not at home to receive your delivery.

Your mailing address depends on your unit location:

Unit location	Mailing address
Apartment block 38	Unit # - 2373 Lam Circle Victoria, BC, V8N 6K8
Apartment block 39	Unit # - 2375 Lam Circle Victoria, BC, V8N 6K8
Townhouse blocks 1-11	Unit # - 2361 Lam Circle Victoria, BC, V8N 6K8
Townhouse blocks 12-20	Unit # - 2365 Lam Circle Victoria, BC, V8N 6K8
Townhouse blocks 26-30	Unit # - 2363 Lam Circle Victoria, BC, V8N 6K8
Townhouse blocks 32-37	Unit # - 2371 Lam Circle Victoria, BC, V8N 6K8

Family Resources

- **Family Centre**

This inclusive **Family Centre** is located in the family housing complex, and supports a diverse student family community living both, on and off campus.

- **Recreation**

You will find six play areas in the family housing complex with swings, climbing structures, slides, a basketball court and other equipment. There are numerous walking trails surrounding the campus. On-campus recreational facilities are open to your entire family (fees may apply). Nearby **Cadboro-Gyro Park** is a beautiful, oceanfront park and beach within walking distance to UVic, and close to various shops, including a grocery store and pharmacy.

- **Child care**

UVic **Child Care Services** provides child care to our community. Visit their **website** to find out about childcare options and waitlists.

- **Public Schools**

Several schools are nearby UVic:

- Campus View Elementary School (French Immersion)
- Frank Hobbs Elementary School
- Arbutus Global Middle School (French Immersion)
- Mount Douglas Secondary School



COVID-19

Whether you are a student (and family), staff or faculty, everyone has a role to play in preventing Covid-19. Maintaining safe and healthy communities is our top priority, and we are all responsible for the health and wellness of each other and our larger communities.

We would like to remind you of the health-related expectations for all tenants in Family Housing, and their families, to help stop the spread of Covid-19:

- Wash your hands with soap and water thoroughly and often. Wash your hands upon entering any new building or space. Alcohol-based hand-sanitizer should be used if soap and water aren't available.
- Always cough or sneeze into your elbow. If you use tissues, dispose of them safely after use. Wash your hands after coughing, sneezing or blowing your nose.
- Follow the university's mask guidelines. Limit your contact with visitors and guests and socialize safely.
- In the event you or a family member are returning from travel outside of Canada, please visit the International Center for Students website for more information:
<https://www.uvic.ca/return-to-campus/>

Additional information on COVID-19, and what is required of all of us on campus, is available on **UVic's website** as well as on the **BC Centre for Disease Control website**. We have also included other important contact information on the last page of this brochure.

Community Standards

Community Standards are the expectations for everyone living in family housing in order to maintain positive, respectful, and safe neighbourhoods. As a tenant in family housing you are responsible for understanding and adhering to the Community Standards. You are also responsible for the conduct of the occupants and guests in your unit.

You can find the Community Standards detailed in **section 6.0 of your Family Housing agreement.**

Philosophy & Guiding Principles

The well-being of the family housing community rests on the balance of the community's ability to respect the needs of the individual and vice versa.



Being a Good Neighbour

Family Housing is home to people from many different countries. Residents have different cultural and ethnic backgrounds and bring their own unique heritages, ideas and ways of doing things.

Some families may be very quiet because they view their homes as places of tranquility. In other families, home may be the only place where people feel comfortable being more lively and animated.

Getting to know your neighbours will make it easier for you to adjust to your new unit and neighbourhood. If a concern occurs, it will be much easier for you to talk to your neighbour about it if you know them.

We offer the following guidelines to encourage friendly relations:

- Be considerate. Noise can carry between units, and certain noises can be heard by neighbours. Please keep in mind that different families are comfortable with different levels of noise. Excessive running or jumping, moving furniture, music, and televisions are examples of everyday noises that may bother your neighbours. These noises may become frustrating when they become excessive, are very loud, and occur late at night when people are sleeping. In general, we ask that all residents make an effort to keep noise to a minimum between 9 pm – 8 am.
- Talk with your neighbour if you have a concern. If you are bothered by the noise your neighbour is making, bring it to their attention in a calm and friendly manner. Often, they are simply not aware that you are being disturbed. Expressing anger and making noise in retaliation may make matters worse. If you need some assistance in resolving a noise problem, please contact the Family Housing office. If the family housing clerk contacts you about a noise problem, please work with them to resolve the concern. Their primary interest is to resolve any conflicts between neighbours and make our community a pleasant place to live for everyone.

Community Standards

Safety within the Complex

We encourage all residents to take basic safety precautions. First of all, be alert to suspicious people or circumstances. Keep windows and doors locked at all times. If a repair person requests to enter your unit, ask them for identification. Report any suspicious activity to Campus Security at 250-721-7599 and/or emergency services.

No Smoking or Vaping

In accordance with University of Victoria policy, smoking of tobacco or any matter or substance which can be smoked is prohibited in Family Housing. Please see the **Family Housing agreement, section 6.9 and 6.10**, for details. Smoking or vaping of tobacco or cannabis is permitted only in designated smoking areas on University property. The terms are outlined in the Family Housing agreement. To see the location of the smoking benches please visit:

https://www.uvic.ca/ohse/assets/docs/smoke-free-program/2020_smoking-map.pdf

Keeping our Community Green

Recycling and waste management is the responsibility of everyone in Family Housing. Please check our website for details.

<https://www.uvic.ca/residence/family/living/waste/index.php>.

UVic's ultimate goal is to become a zero-waste institution. For more information how you can help please visit:

<https://www.uvic.ca/sustainability/topics/waste/index.php>

You may not deposit furniture or other household items in the garbage compounds or elsewhere in Family Housing.

No garbage, recycling, compost, boxes, furniture or household items should be left in common areas such as corridors, stairs, laundry rooms, parking areas etc. Visit the Capital Regional District's website for information on waste and recycling.

<https://www.crd.bc.ca/service/waste-recycling/hartland-landfill-facility/hours-rates>. Please see the Family Housing agreement for further details.

Flower Pots, Plants and Digging a Garden

We encourage you to enjoy the outdoors. Everyone appreciates an attractive balcony, however, flower boxes are not allowed on balcony rails or window ledges. The university manages the landscaping; shrubs, plants, bushes, trees, hedges, flowers etc., and outdoor faucets are for university use only. You may not alter or cut the landscaping, or plant a flower or vegetable garden on the grounds. If you do, you will be charged a fee when the university removes it.

Community Standards

Conduct Issues and Incidents

Incidents that occur that fall beyond the scope of the Family Housing agreement may require follow up or investigation outside of Residence Services. That may be: an investigation under the University's Non-Academic Misconduct Policy, or other applicable university policy; or, a referral to the University's Human Rights and Equity office, to Campus Security, the Saanich Police Department or other law enforcement agencies.

Safe Play and Supervision of Children

Supervise small children at all times. Children under the age of 10 must have adult supervision at all times, and are not allowed to play in hallways or common areas of any building. Your presence may alleviate many problems.

Older children may not need constant supervision, but please check frequently on their activities. Encourage your children to not swear, use profane language or make threatening actions. Stress to them that early evening means bed-time for young children and study-time for students and as such needs to be 'Quieter Time' in the neighbourhood.

If you observe another's child misbehaving or being hurtful, please bring it to the attention of the child's parent immediately.

If you see any behaviour that is dangerous or causing damage to another's property and there are no parents nearby to whom you can report this behaviour, please contact Campus Security.

Maintenance and Repairs

If you notice a problem in your unit, in the building or with one of your kitchen appliances, please let us know as soon as possible. To submit a maintenance request, please submit your request through **the housing portal**, or if the request is urgent contact Residence Facilities at 250-721-8650 (e.g. flood, broken lock) or Campus Security at 250-721-7599.

Tenant Insurance

We strongly recommend that students in Family Housing obtain a residential tenant insurance policy to cover loss of personal property, liability for personal injury and property damage. You may wish to consider one of these companies:

Aon
<https://www.aon.com/canada/default.isp>

Apollo Insurance
<https://info.apollocover.com/uvic>

Megson FitzPatrick
<https://www.megsonfitzpatrick.com/>

Moving Out

Giving notice:

You need to submit the Notice of Withdrawal Form at least 30 days prior to your move out date, by noon on or before the last day of the calendar month to take effect on the last day of the ensuing calendar month. **The withdrawal form** can be downloaded from our website or picked up at the Residence front desk in the Craighdarroch building. **Note:** We do not grant refunds for early departures.

Don't forget to:

1. *Cancel utilities*

You are responsible for cancelling utility services prior to you departing. If you do not, you will be billed for utility usage after your move-out date until you have cancelled the service.

2. *Forward mail*

Contact Canada Post to have your mail forwarded to your new address. We do not forward mail.

3. *Do a thorough clean (and don't forget to replace lightbulbs)*

Please clean the unit to a level that would be satisfactory to a new tenant. Take care to replace any burnt out lightbulbs. When you vacate the unit should be in an 'undamaged' condition. If your unit is unsatisfactory when inspected, or if any items are left behind, you will be billed for the cleaning and/or removal services. Please respect your neighbours and do not move furniture before 8 am or after 9 pm.

4. *Remove unwanted furniture, electronics or other household goods*

Take unwanted items to resell outlets or dispose of them at the Hartland Landfill Facility. (<https://www.crd.bc.ca/service/waste-recycling/hartland-landfill-facility/hours-rates>) No dumping of furniture or other household items is allowed on the Family Housing compound. Donate to UVSS Free Store, located in the basement of the Student Union Building on UVic campus. Room SUB B005. By appointment only. Email: foodbank@uvss.ca

5. *Unit Inspection*

A unit inspection will take place after your move-out. In preparation for your unit inspection please review the information provided in your "Move-Out Inspections" email. If you have any questions about your unit inspection or move-out requirements, please email resmaintenace@uvic.ca.

Abandoned property:

All items left on the premises at the time of vacating will be removed and disposed of according to University policy.

Check-Out:

You must vacate your unit by 12:00 noon on the last day of your tenancy and return your keys to the front desk in the Craighdarroch building. If you do not return your unit and mail keys, you will be billed for a lock change.

Important Contacts

- For emergencies: Call 911 and/or Campus Security at 250-721-7599
- Vancouver Island Crisis Line (24/7) 1-888-494-3888
- For on-campus health care or counselling: Call the **UVic Student Wellness Centre** at 250-721-8563
- For UVic 24/7 Counselling service (SupportConnect), call:
 - 250-999-7621 (local)
 - 1-844-773-1427 (long distance)
- For 24/7 health information: Call **HealthLinkBC** at **811**.
- **Here2Talk** (24/7) is a BC government program that provides confidential mental health counselling and community referrals for BC post-secondary students through app, phone and web

If you have questions or concerns, please contact resfh@uvic.ca.